

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): Druyan et al.

Group Art Unit: 3623 / Conf. # 1508

Application No.: 10/076,362

Examiner: Swartz, Stephen S.

Filing Date: 02/14/2002

Docket No.: AUS920011019US1

Title: **METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS ACROSS  
MULTIPLE SYSTEMS**

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**OFFICE ACTION RESPONSE**

Sir:

This communication is in response to the Final Office Action mailed November 23, 2010.